



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 09/702,524

Filed: October 31, 2000

Inventor:

ROBERT A. YENNACO

Title: METHOD AND
APPARATUS FOR
PROVIDING
COMPUTER-BASED
HELP

Examiner: Thai, Coung T.

Group/Art Unit: 2173

Att. Dkt. No: 5681-85700

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Commissioner for Patents, Mail Stop RCE, P.O. Box 1450, Alexandria, VA 22313-1450, on the date indicated below.

Robert C. Kowert

Printed Name

[Signature]

Signature

April 20, 2004

Date

SUBMISSION ACCOMPANYING
REQUEST FOR CONTINUED EXAMINATION

RECEIVED

APR 28 2004

Technology Center 2100

Mail Stop RCE

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

This paper is accompanying the Request for Continued Examination being filed herewith.

Please amend the case as listed below.